

## UCSFA Website Statement of Work

June 16, 2016

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	Billing Information
ELCID	

### Purpose

This project Statement of Work (SOW) describes an agreement between the DTS Solutions Delivery team, hereafter referred to as Solutions Delivery, and the Utah State Treasurer's Office, hereafter referred to as the Client. This document outlines the services to be provided and once signed, establishes a formal work agreement between Solutions Delivery and the Client.

The Client is interested in implementing a website for the Utah Charter School Finance Authority. The Client would like to hire DTS to design and develop a clean and modern DTS website that can be easily maintained within a content management system.

### Participants

Organization	Participant	Role
UST	David Damschen	Business Sponsor
UST	Camille Anderson	Business Sponsor
DTS	John Angus	Software Development Manager
DTS	Joseph Sharp	Lead Front End Developer
DTS	Michael Harvey	Front End Developer
DTS	Kellie Lewis	Task Coordinator

\*Participants are subject to change at any time based on resources available.

### Project Requirements

- DTS Hosting
  - LAMP Instances
  - Test Site
  - Production Site

- Server Configuration
  - Utah Master Directory Login
- Content Management System Build
  - WordPress
  - HTML
  - CSS
  - Javascript
  - Client Roles
- WordPress Training
  - Client Roles
- Website Design
- Mobile Site Design
- Adhere to SDLC Standards
  - Platform Compatibility
  - Browser Compatibility
  - Simple Information Architecture & Consistency
  - Accessibility Options
    - Font Size
    - Contrast

## Project Deliverables

### *Phase 1 - DTS Deliverables*

- Client and DTS Meetings
- Design Mock Ups
- Project Documentation
- Local Environment Design Implementation
- Server and CMS Build
- AT Site Build
- Client Training

### *Phase 2 - Client Deliverables*

Client will be responsible for the upload of content to the AT WordPress site environment.

### *Phase 3 - DTS Deliverables*

Once Client has finalized their content in the AT environment, DTS will push AT to Production.

## Project Estimations

All projects have associated risks that must be successfully managed in order to provide the intended results within the planned budget and time frame. Time and cost estimations will include a reasonable amount of flexibility to accommodate for associated risks and acknowledgement that projects may contain unknown deliverables. However, DTS does not charge a flat rate for application development and the Client will only

be billed for time dedicated to the deliverables.

DTS tracks all project estimations in our Service Now application. At the completion of Phase 1 DTS will close the initial project and open a maintenance project for the Phase 3 Go Live. DTS can be made available during Phase 2 if the Client opts for DTS to create content or needs support, this time will be billed to Phase 3 in Service Now as time and materials.

Phase	Responsibility	Cost	Target Completion
<b>Phase 1</b>	DTS	\$13,250	4-6 Weeks
<b>Phase 2</b>	Client	Time & Materials	TBD
<b>Phase 3</b>	DTS	\$1,750	1-2 Weeks

## Maintenance and Support

Ongoing maintenance and support efforts for this product should be carefully considered when budgeting for future expenses. These costs can be substantial, and depending upon the individual needs of the business, can range from 10% to 25% (or more) of the build cost per year. Such costs are not included in the project cost estimate. These may include critical products and services such as security patches, code updates, bug fixes, application support, hosting, etc. The Client understands and assumes responsibility for all associated maintenance and support costs unless there is a separate, signed agreement with Solutions Delivery.

Annual Maintenance	Estimation
Not included in the project cost estimate, would require separate SOW	\$3,500

## Project Authorization

Dept	Title	Name	Signature	Date
<b>UST</b>	Treasurer	David Damschen		
<b>DTS</b>	IT Director	Darcie Trimble		
<b>DTS</b>	Development Manager	John Angus		

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## **Appendix A**

### **Terms and Conditions**

#### **1. Billing and Payment:**

- a. Client agrees to reimburse DTS the amount on this agreement for the services provided by DTS.
- b. DTS will charge the amount shown on this agreement to the ELCID provided through the DTS Billing process.
- c. Unless otherwise negotiated, ongoing operational and support costs are not included in this SOW and should be part of a separate agreement.
- d. Unless otherwise specified, the amount included only pertains to Software Development.

#### **2. Acceptance:**

- a. Deliverables will be completed and provided to the Client for acceptance. To avoid a change in this agreement's schedule and/or cost estimate, the Client must provide feedback or acceptance within two weeks from the time the deliverable was presented to the Client.

#### **3. DTS Responsibilities:**

- a. Rights
  - i. All rights to any work developed under this agreement between DTS and the Client shall be deemed as work made for hire.
- b. Source Code
  - i. Source code will be maintained in the DTS Source Code Repository and is available upon request.
- c. Project Management
  - i. Meetings will be scheduled and conducted as deemed necessary throughout the project.
  - ii. DTS will provide the customer with regular communications based upon the terms and schedule of the project plan.
  - iii. Significant changes in deliverables, schedule or costs must be documented with a Project Change Order.
- d. Development Environment
  - i. All development will be conducted in accordance with DTS' Standard Software Development Lifecycle (SDLC).
  - ii. Development will follow all DTS Secure Development Standards for Software Development (SDLC/524) in coordination with UDOH Security Controls and Standards for software development.

#### **4. DOH Responsibilities:**

- a. Development Environment
  - i. Development will follow all DTS Secure Development Standards for Software Development (SDLC/524) in coordination with UDOH Security Controls and Standards for software development.

#### **5. Post Deployment Warranty:**

- a. This section provides for the resolution of gaps between the delivered product and documented functional requirements (bugs). Bugs are defined as problems with the application that prevent it from performing according to the specifications of this agreement.
- b. Bugs identified within 30 days of initial deployment to production will be corrected. The charges to correct these will not go beyond the amount of this agreement (and any change orders).
- c. Any bugs fixed under this inclusion must be mutually agreed upon by Client and DTS prior to the bug being fixed.
- d. This warranty is void if the client chooses to bypass DTS in-house product testing.